

Paws Luv Walks - Client Agreement

DOG SAFETY & SECURITY POLICY

- * In accordance with the National Privacy Laws we do not disclose any of your personal details to any other parties apart from our Paws Luv Walks staff members.
- * If you require your dog to be collected from your premises during your absence, you may leave a key hidden or you may provide us with one which will be kept in our office.
- * Your details will not be attached to your key, only your pet's first name.
- * When leaving your premises we guarantee that our staff member will lock all doors.
- * Your dog must have your own personal identification tag on its collar at ALL times when in our care.
- * Your dog will not be let off their lead at any time while with our staff members unless it is securely inside.
- * Our walkers will avoid hot footpaths and bitumen wherever possible during hot weather.
- * Our staff member will have the nearest vet clinic and your contact number on hand at all times.

TERMS AND CONDITIONS

- * All services must be fully paid in advance, unless they are regular bookings.
- * If you choose invoicing as your payment option for any regular booking, the invoice must be paid within 7 days or the invoice option will no longer be available and cash or cheque must be paid on the day of any future service.
- * "Paws Luv Walks" (ABN: 5397 585 2942) operated by Julie Nunn of Bli Bli, Sunshine Coast.
- Affected party' refers to any owner of undisclosed property (government or private).
- * Paws Luv Walks has full Public Liability Insurance. We cannot be held financially responsible or liable for any incident or accident that may result in damage to persons, animals or property during our services. We enter your property on the understanding it is safe. We cannot be held responsible for the loss of a pet if it escapes from an area at your property that is not secure. Paws Luv Walks entrusts our clients to inform us of any dangers associated with access to a property, and/or vicious pets.
- * You must advise us if you do not want your dog transported in a privately owned vehicle.
- * Pets that cause injury to another person or pet must be dealt with directly by you and the affected party. Paws Luv Walks will provide contact details directly to the affected party. You agree to indemnify Paws Luv Walks in relation to any claims made due to damage or injury caused by your pet.
- * Every effort is made to ensure that the same Paws Luv Walks staff member carries out services with your pets. Occasions may arise where a different staff member may be required to fill in. This could be due to illness, transportation or logistical circumstances. This decision is made at Paws Luv Walks discretion and could take place without you being notified prior to the event.
- * A minimum of 24 hours notice must be given to cancel a walking and/or pet feed booking, or a 50% fee of the total booking applies. A minimum of 14 days notice is required when canceling a house sitting booking with any days falling in the months of December or

January, otherwise a 20% cancellation fee applies. A minimum of 7 days notice is required when cancelling a house sitting booking which is outside the months of December or January, otherwise a 15% cancellation fee applies.

* You should advise us of any medical requirements for your pet. Should an emergency occur, your pet will be transferred to the closest vet. All fees payable are to be settled by you. We will advise vets to carry out any procedure necessary to stabilise your pet.

*I have read and agree with all of the above terms and conditions.

****ALL FEES ARE PAYABLE PRIOR TO OR AT TIME OF SERVICE ****

Public Holidays add an additional 40% to all prices.

Account details

National Australia Bank

Account Name: MA and JM Nunn

BSB: 083680

Account: 14 377 0045

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